



## STANDARD OPERATIONS PROCEDURE

Safety and sanitation in the Spa business are essential for health, from preventing infection and improving employees and guest's overall well-being.

The guidelines below are created to help curb the spread of the COVID-19 during Re-opening Spa and to provide guidance to help ensure safety of our staff and guest.

### Spa Associates



- Spa associates must check temperature 2 times daily and record it in the file.
- Spa Associate with cold or flu-like symptoms are not allowed to go to work
- Spa associates (Front Liners, Therapist, Attendants) must wear mask at all times.
- Spa Therapist must wear Face Shield only during administration of treatment.
- Spa associates must keep reasonable distance (6 feet) apart from each other.
- Change any protective garments on a regular basis and sanitize reusable garments such as aprons or smocks at least once per day.

### Spa Guest



## ANGSANA Spa



- Masks to be given to guests (if not already wearing) and mandatory to wear upon arrival and throughout the whole spa experience.
- Upon guest arrival, Receptionist ask permission to check the temperature and over the guest to use hand sanitizer.
- If guest shows signs of coughing, fever or flu likes symptoms, Spa receptionist politely declines the Spa reservations.
- The receptionist politely ask the guest to fill out client profile or client screening and signature.
- Capacity limits is 50% of occupancy, no more than 10 people in the waiting area in the treatment room only 1 guest/ room no share room.
- Adjust appointment times for enhanced cleaning between guests, at least 30 minutes.
- Guests with confirmed appointment only are allow to enter the Spa.
- Provide service by appointment only (walk-in guest are not allow to enter Spa).

## Personal Hygiene & Cleaning procedures

### Cashier/ Receptionist

- Signage at Spa Reception “This surface is disinfected every hour “setup digital thermometer, sanitizer, alcohol, cotton pads.
- Wash or sanitized hands between each transaction.
- Spa receptionist must keep reasonable distance (6 feet) apart from the guest.



- Wipe down all surfaces after use including: telephone, desk, keyboards, credit card machines, mouse etc. With disinfectant spray /wipes.
- Menus to be single use or disinfected between each use.
- Receptionist/Cashier to wear face mask and disposable gloves at all the time.
- Provide cashless or contactless payment options as much as possible.

## Personal Hygiene & Cleaning Procedures

### Treatment Rooms



- Treatment room: Changing all bed linens and cleaning all the interior of treatment room with sanitizer liquid, spray after each treatment.
- Recommend to all guest to shower before treatment.
- Equipment/Amenities must be sanitized after treatment.
- Hand sanitizer is provided at Spa Reception and treatment room for guest usage.
- Spa Therapist must wash hands and sanitize before and after guest interaction.
- Spa associate must wear gloves during the cleaning at all time.
- All service ceramic tea pot, massage oil bottle, cup and utensil need to be wash with warm water and sterilize in the sterilizer machine about 10 minutes.
- Spa therapist must sanitize massage table and re-useable guest contact item after each use.



- Spa Therapist must sanitize entrance and treatment room doorknobs after each guest.

## **Spa Hygiene & Cleaning Procedures**

### **Linens**

- All spa linens must not be reused.
- Face cradle must be change every each guest.
- All clean Spa linens should be stored in clean ventilated room.
- Must wear gloves when handling soiled laundry.
- Use appropriate temperatures to wash and dry to ensure thorough sanitization of linens if Laundry is performed in house.

## **Spa Hygiene & Cleaning Procedures**

### **Restroom**

- Must clean and disinfect all restroom surfaces including floors, sinks and toilet bowls every hour.
- Paper products must be store in a closed cabinet.
- Remove anything that does not have to be in the restrooms like cloth towels.
- Restroom must be supplied with liquid soap and paper towels.
- Post hand washing signs in the restrooms.

### **Spa Equipment Hygiene & Safety**

- Must remove unnecessary decorations and items that cannot be sanitized.
- Spa equipment that has direct contact with guest must be washed and sanitized every each use.
- Rubbing Alcohol or Antiseptic solution inside each treatment room.
- Massage table accessories such as pillows, cushions and bolsters used during services should be disposable or covered with a material that can be sanitized.
- Automatic doors or host/dedicated staff to assist in opening doors as much as possible.
- Refreshment and welcome drink must be individually wrapped.



## **Retails:**

- Remove all testers from Spa boutique including skincare, body products, make-up, and jewelry.
- A basket of top 20 product testers should be kept behind the reception.
- A sign should be placed within the retail display advising guests that testers are available at the Spa Reception.
- Wipe down and disinfect items touched by guests.

## **Cleaning and hygiene procedures**

### **Common Area (Lobby and relaxation)**

- All area must be cleaned & disinfected daily before and after operations.
- Post signage to emphasize social distancing.
- Thoroughly clean/ disinfect frequently touched surfaces such as table and sofa regularly.
- Remove all books, magazines, or any shared material for guests from the display.
- Remove public water or coffee stations, candy dishes, product samples, etc.